

E 01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 81308

Date: 8/20/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: John

Dehart

Account Name: John Dehart

Home: (623) 000-0000

Street: [REDACTED]

Work:

City: Glendale

CBR:

State: AZ Zip: 85308

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No E 01345A-08-0172

Arizona Corporation Commission

TO; Arizona Corporation Commission 9 Aug 09
Customer Service Section
1200 West Washington
Phoenix, AZ 85007
Reference; Docket No. E-O 1345408-0 172
FROM: John Dehart
[REDACTED]

DOCKETED

AUG 20 2009

DOCKETED BY

[Signature]

AZ CORP COMMISSION
DOCKET CONTROL

2009 AUG 20 P 4: 07

RECEIVED

I am writing to comment on APS request for a permanent base rate increase. Over the last several years APS has continually request increases that have been approved by the ACC which I don't think are justified. I strongly oppose any new pennanent base increases. They were granted (what they call) an interim increase for fbcl and power purchase costs that took effect 1 Jan 09 while fuel costs are less than half now compared to when that increase was requested. But rather than stopping that increase, now they are requesting more.

I would also like to express my dissatisfaction over the transmission rate increase through Schedule TCA-1 that APS wanted for retail customers.

APS just seems to try to increase anything they can get by with. I think they need to do a better job of explain they charges to us(their customers). Why do they continue to charge for metering, meter reading and billing when my metering is a part of doing business, meter reading is done by computer where ever they have it set up, and billing is a part of doing business. Also why is metering and billing not a set fee if they are itemizing cost on the monthly bill? 1 would also like a layman explanation of all the costs of the electric that I use to include the regulatory assessment and franchise fee(is APS subcontracting?).

In closing, I don't think APS should be granted any more increase (base rate or transmission system). Prices for

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goods and services have not been going up according to the government and neither should APS rates. I would like to see APS do a better job of informing its customer before request rate increases (no I do not have internet access and should not need it).

JOHN DEhart

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed

End of Comments

Date Completed: 8/20/2009

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